

2018 Gubernatorial General Election Report on the Election Worker Program



Election Worker Program

The **Election Worker Program** is responsible for the recruitment of registered Maryland voters to serve as election (poll) workers. Our duties also include the recruitment, training, assignment and service of each worker.

Recruitment of volunteers is done year round. We maintain an active database of interested volunteers which is supplemented each election cycle with new applicants.

Training in polling place procedures is required by State law for all election workers and is necessary for them to be successful on Election day. Our training program includes an online quiz and hands-on class of instruction.

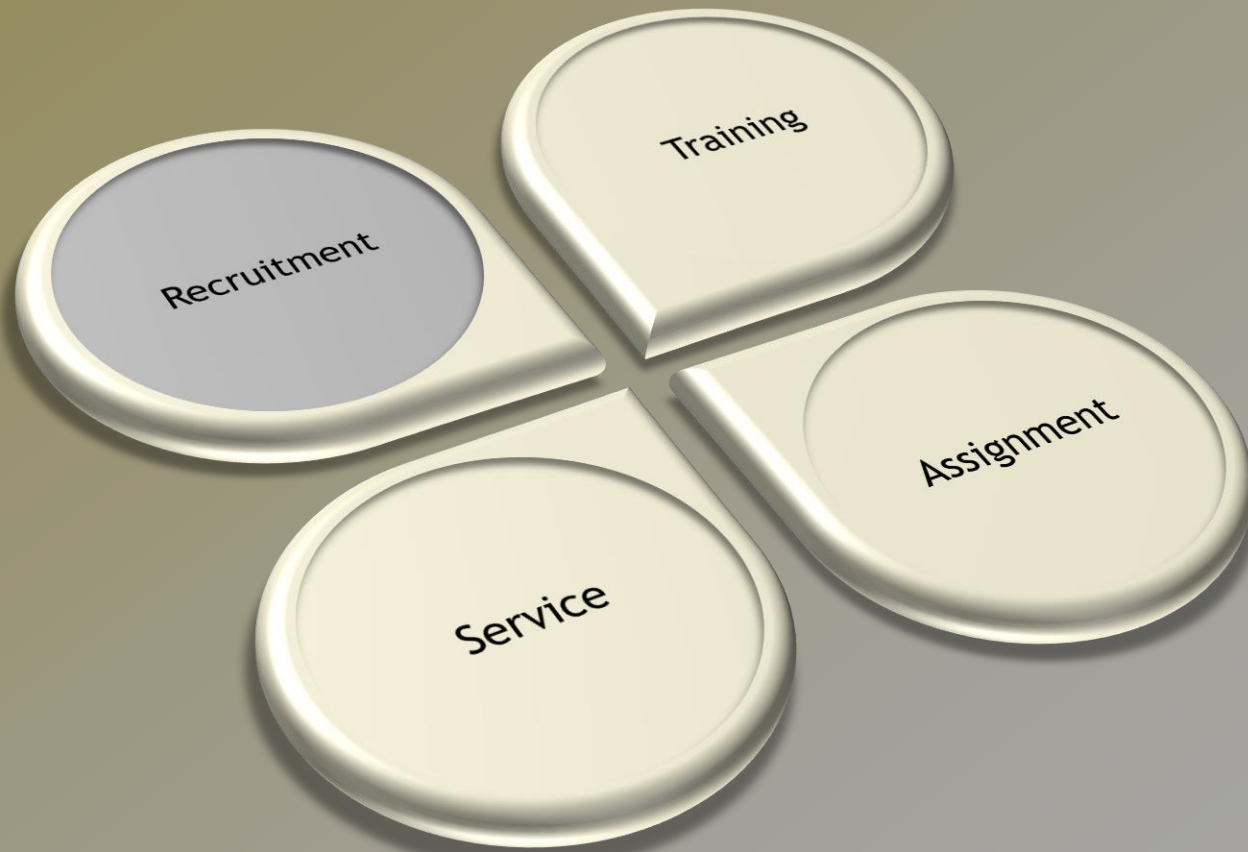
Assignments are made once all required training is completed.

Service includes working one or more early voting days and Election Day. Some workers also participate in the Nursing Home Program and Canvass.

Staffing

Personnel for this election included:

- **3 permanent staff**
 - **1 Program coordinator and 2 Recruiters**
- **31 temporary staff**
 - **6 Recruiters – three for Election Day, two for Early Voting and one part time Floater**
 - **2 Receptionist/Clerical Support**
 - **2 Training Support**
 - **21 Trainers – 16 full time and 5 part time**



Recruitment

Our starting base of volunteers was about 3,000

Total Applications Received: 2,857

- **Online via website** 1,781 (62%)
- **Outreach events** 865 (30%)
 - **High School** 591
- **Via mail** 211 (7%)

32% of recruited workers became unavailable for the General election. They dropped out between recruitment and actually working. In 2016 our drop rate was 50%.

Primary Application Sources:

- **High School Outreach**
- **Election Worker Interest Sheet (from Primary election)**
- **Household Mailers**

Outreach

Outreach plays a key role in our ability to have enough workers and we utilize a variety of outreach methods and resources to solicit volunteers.

Outreach Events - Recruiting and outreach staff performed outreach at county and community events, Montgomery College and high schools – **highly effective.**

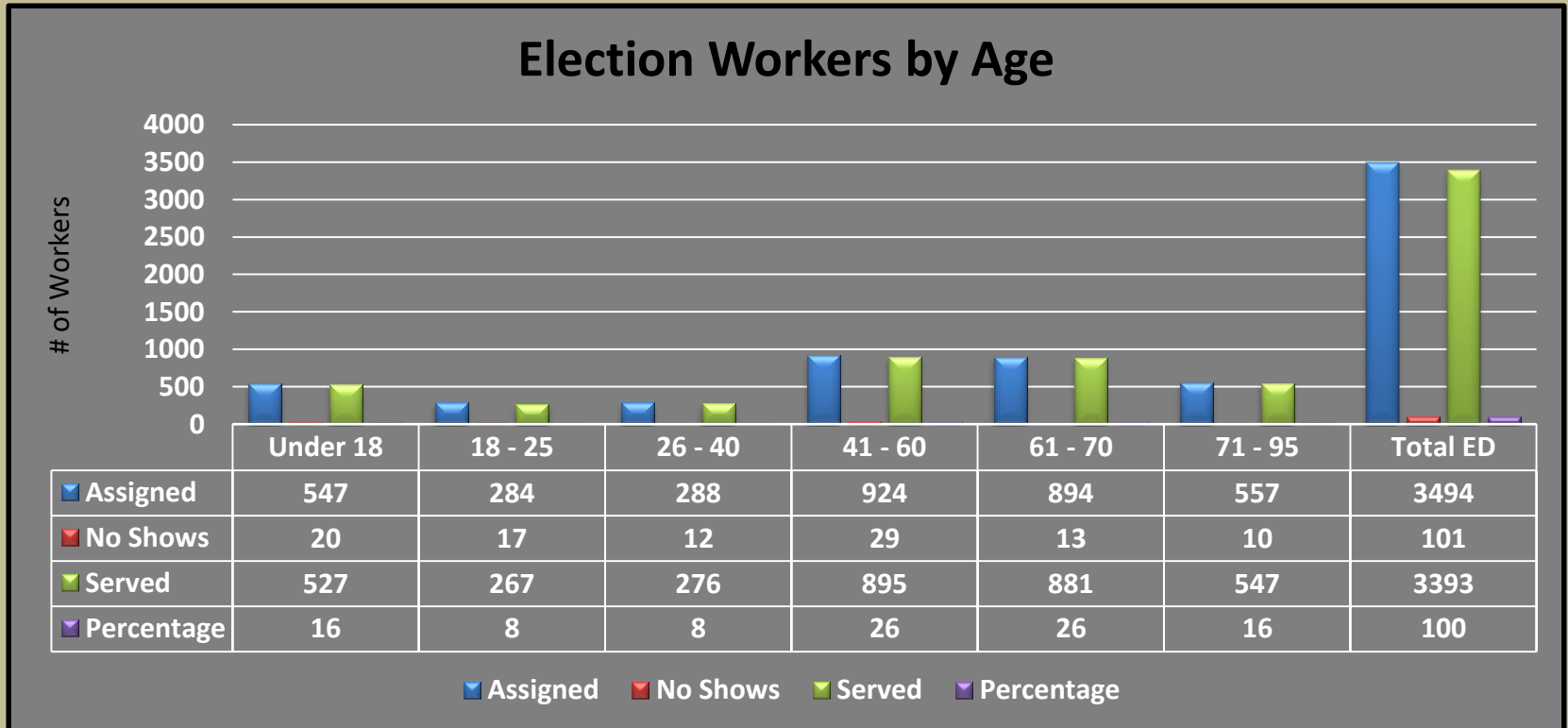
Press Releases (PSA's) - issued every two to three weeks - **limited effectiveness**

Cable Programming - staff appeared on the Mosaic program, which was aired several times during the election cycle – **moderate effectiveness**

Targeted Postcard Mailers - **cost-effective way to get our message out to the public**

- Sent **1,086 between June and October 2018** to voters requesting information about election worker service on their VRA or through SBE.
- Sent to **1,608 voters in August 2018** to voters completing the election worker interest sheet at the polls in the Primary election.
- Sent to **9,983 households in September** to Republican voters across the county.

Our Workforce - Age



National Average Under 25: 10%

National Average: 72

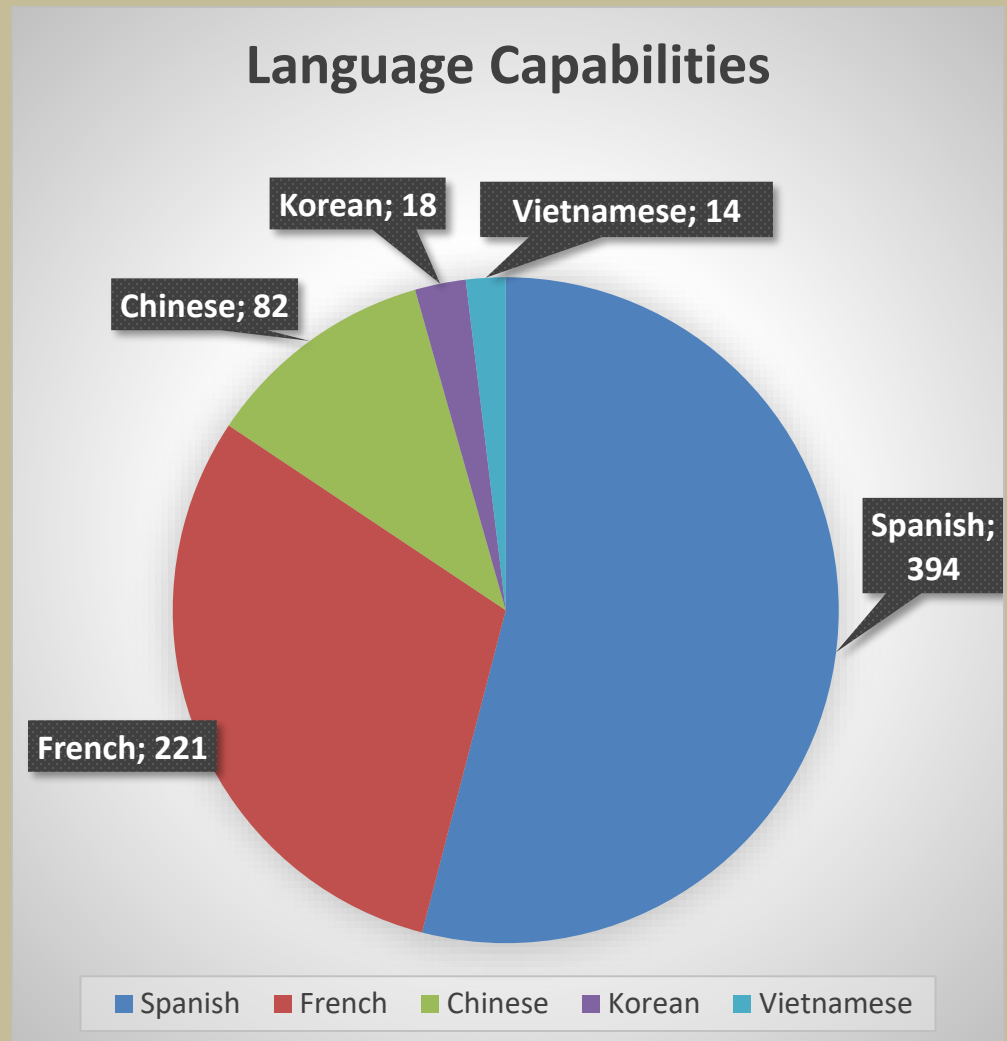
Our Average Under 25: 16%

Our Average Age: 50

Our Workforce - Languages

We have a multilingual workforce to support voters requesting language assistance.

Number of Korean and Vietnamese speakers doubled since 2016 General.

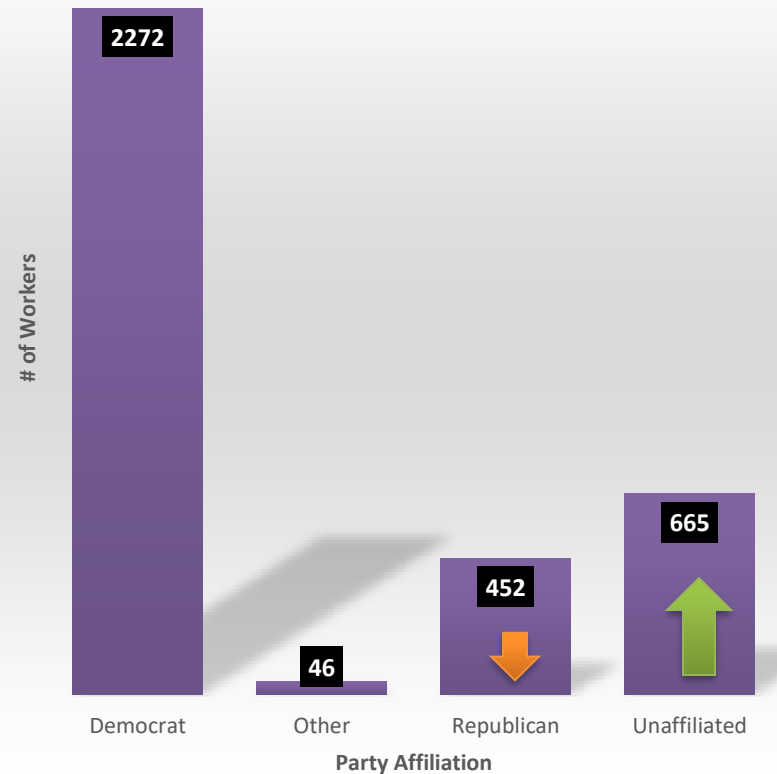


Our Workforce – Party

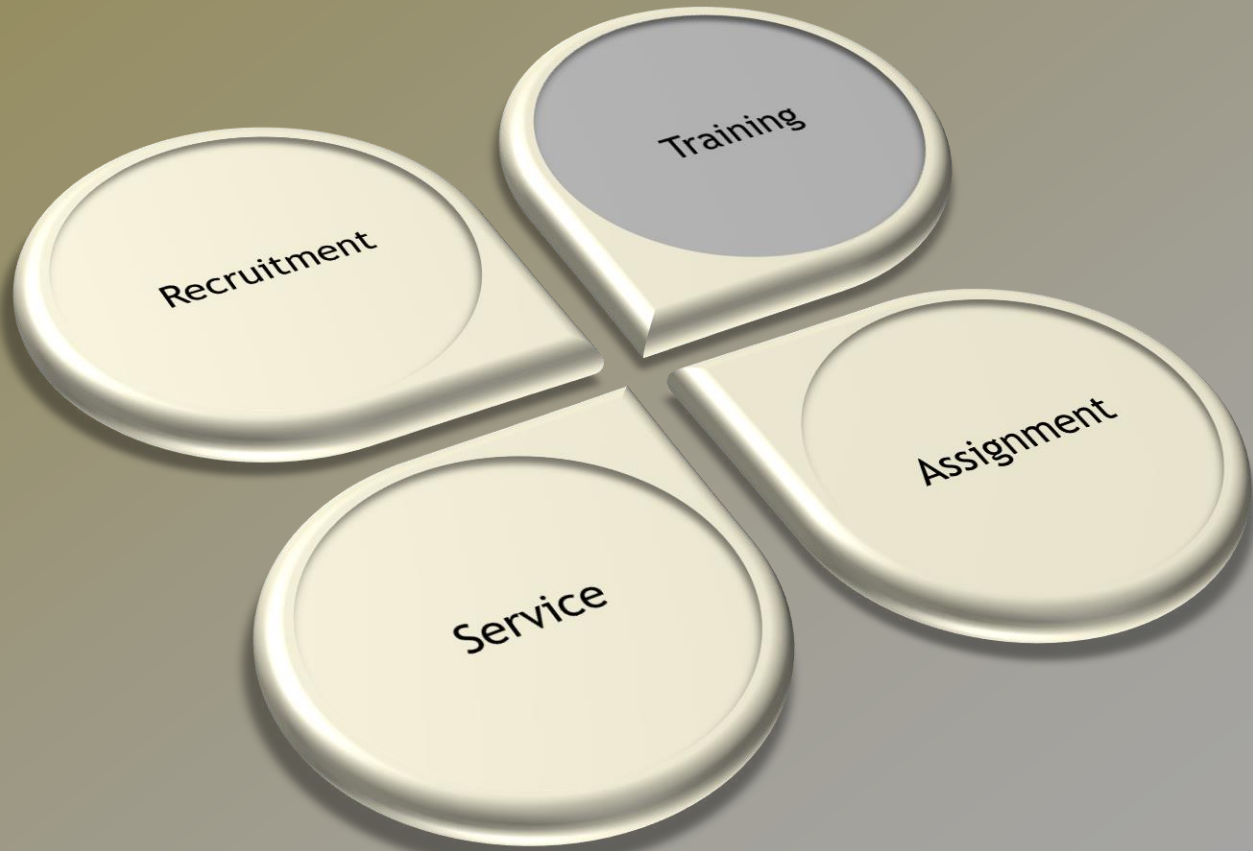
We work diligently to ensure a non-partisan and impartial environment in every precinct. To achieve this we need the participation of voters registered with each political party and unaffiliated voters.

Trend: *Participation of voters registered as Republican continues to decline, while there is an increase in voters registered as Unaffiliated.*

Election Workers by Party



Other includes those registered as Green, Libertarian and Other



Training

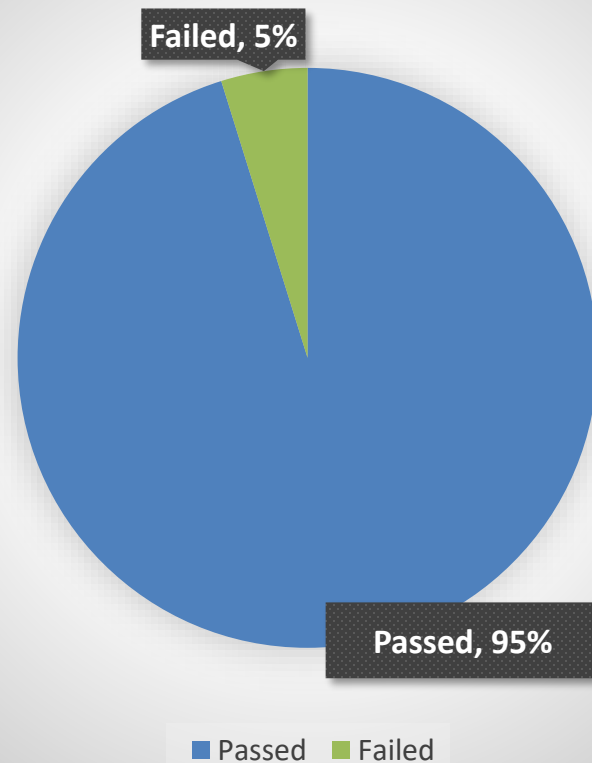
Our training program consists of two stages. Stage I is an online quiz and Stage II is an in-person hands-on class of instruction.

Stage I requires each applicant to read chapters 1 through 4 of the Election Worker Manual and to take a quiz on the material covered in the chapters.

The training quiz is available online, 24 hours a day, and can be done at the worker's convenience. We also offer the quiz in the office daily, during normal work hours.

Applicants have an opportunity to retest if they fail the first time.

Stage I Training Quiz



Training

Stage II requires each applicant to complete a training class structured to provide them with an understanding of polling place procedures, their duties and responsibilities and an opportunity to interact with the equipment in a mock Election Day setting.

Number trained

Election Day	3,535	Early Voting	539
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Training Location & Occupancy	# of Classes	Occupancy
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Board of Elections Office	297	3,961
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Montgomery College – Rockville	19	206
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Silver Spring Civic Building	24	346
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Total Training Classes	340
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Total Evaluations Received:	3,592	(Returning 51% and New 49%)
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Overall Satisfaction Rating	94%
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Assignment

Early Voting

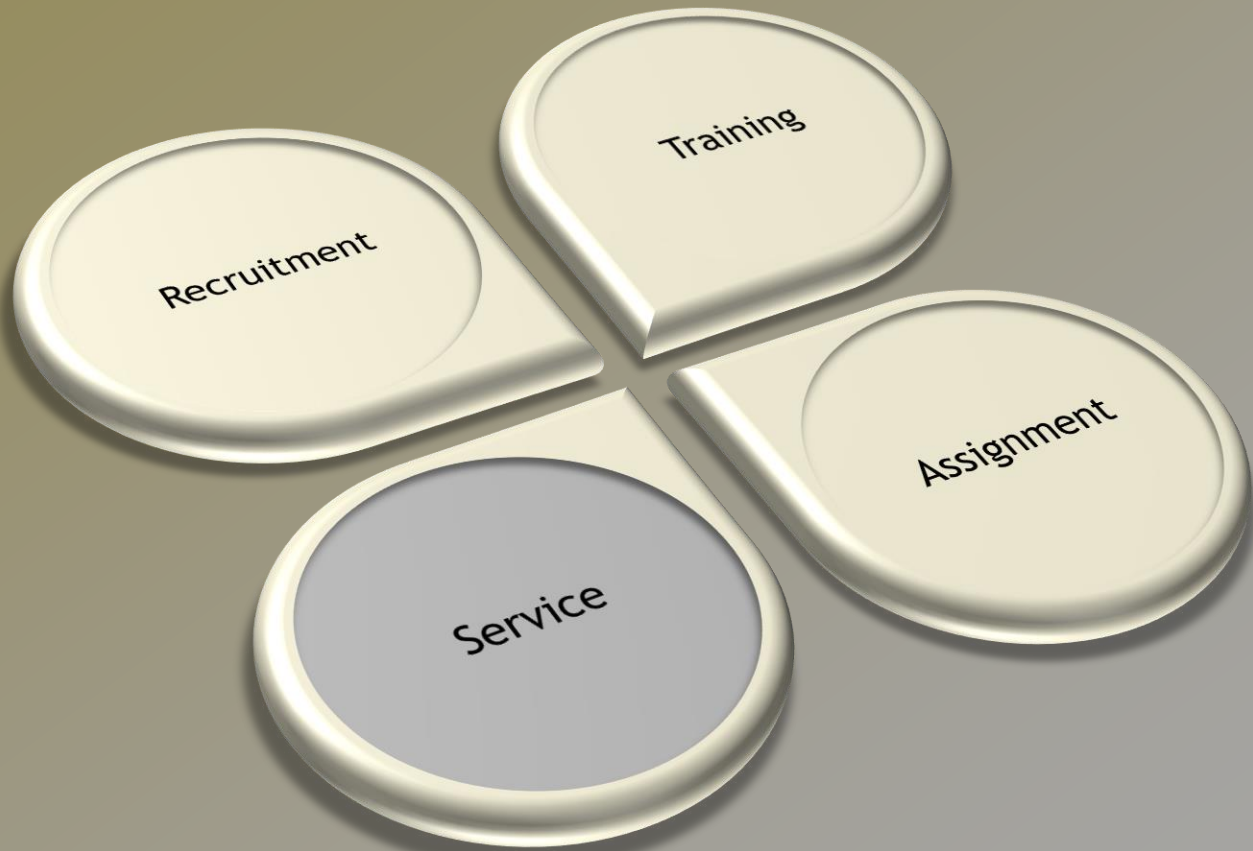
Initial Requirements	2,016
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Assigned Positions	2,258
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Election Day

Initial Requirements	3,461
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Assigned Positions	3,479
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Service

Early Voting Workers 487

- 11 EV sites
- 2258 positions filled

Workers served an average of 3.5 days each.

Election Day Workers 3393

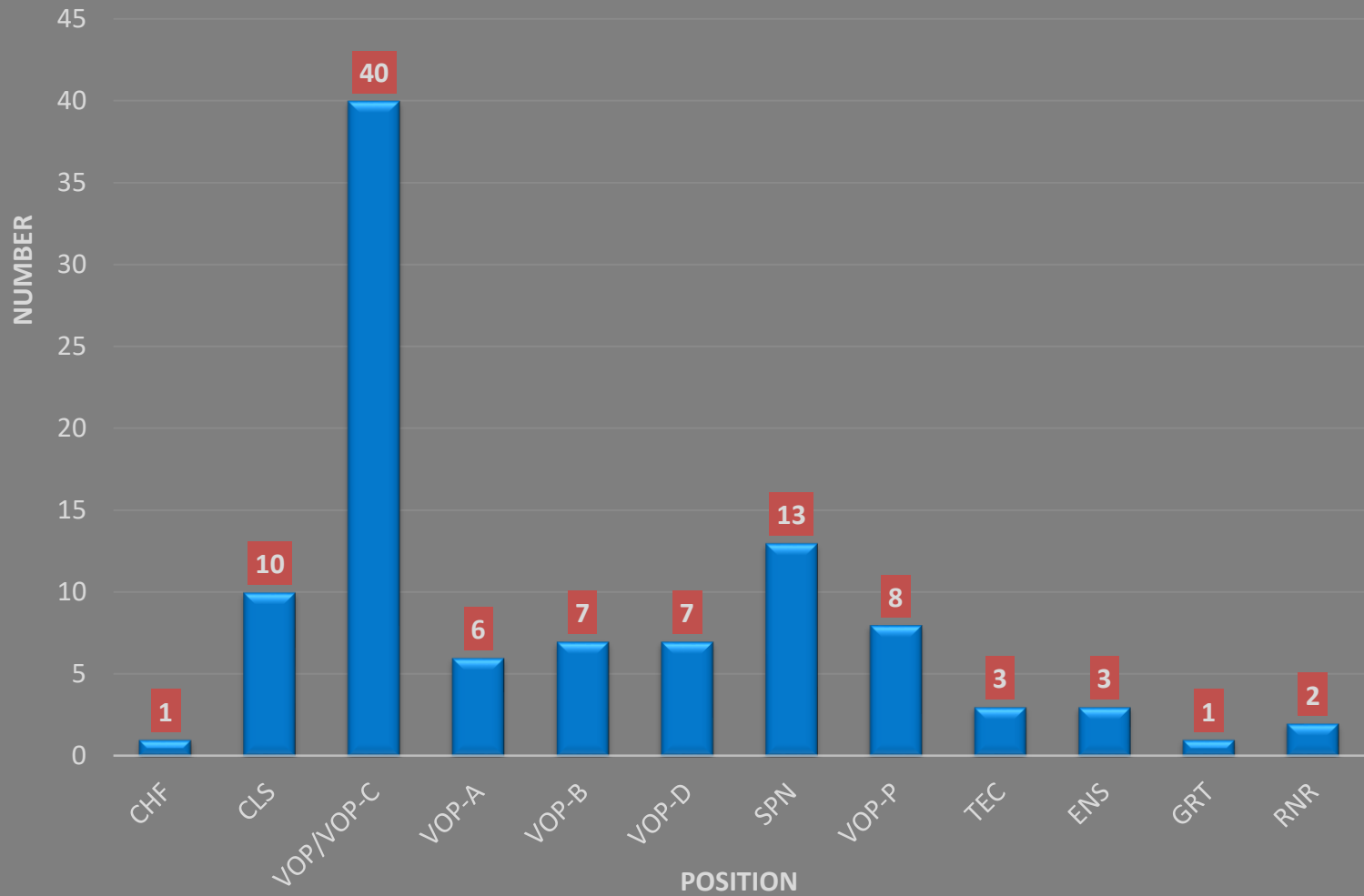
- 174 In Spanish position; 49 requirements were met by workers serving as a Chief, Provisional Judge or Voting Operations Judge
- 86 No Show*

**We had 101 judges fail to show up for election day. Fifteen (15) replacements were deployed.*

County Employees 149

Service

Number of No Shows by Position



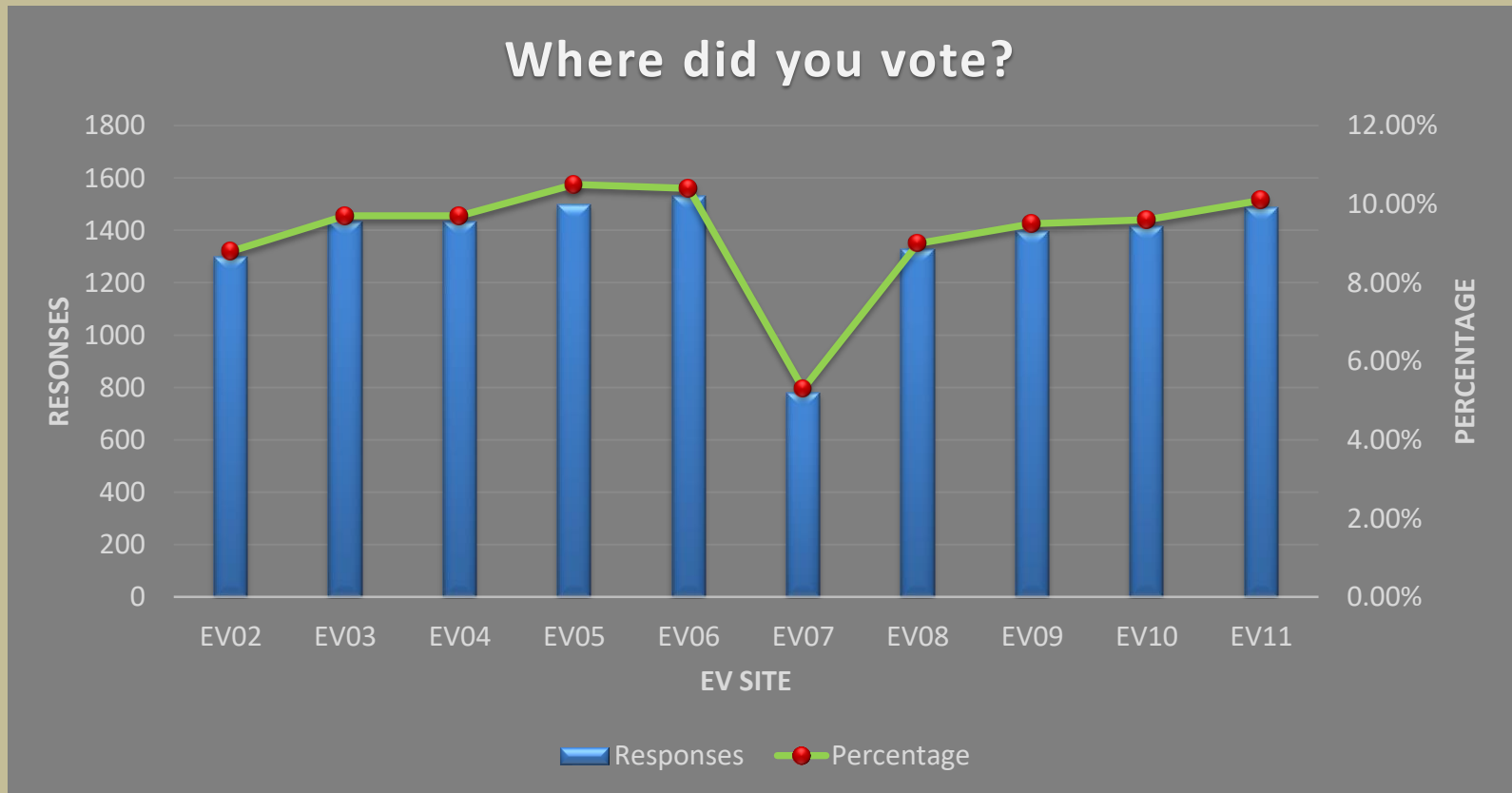
Feedback



Early Voting Comment Cards

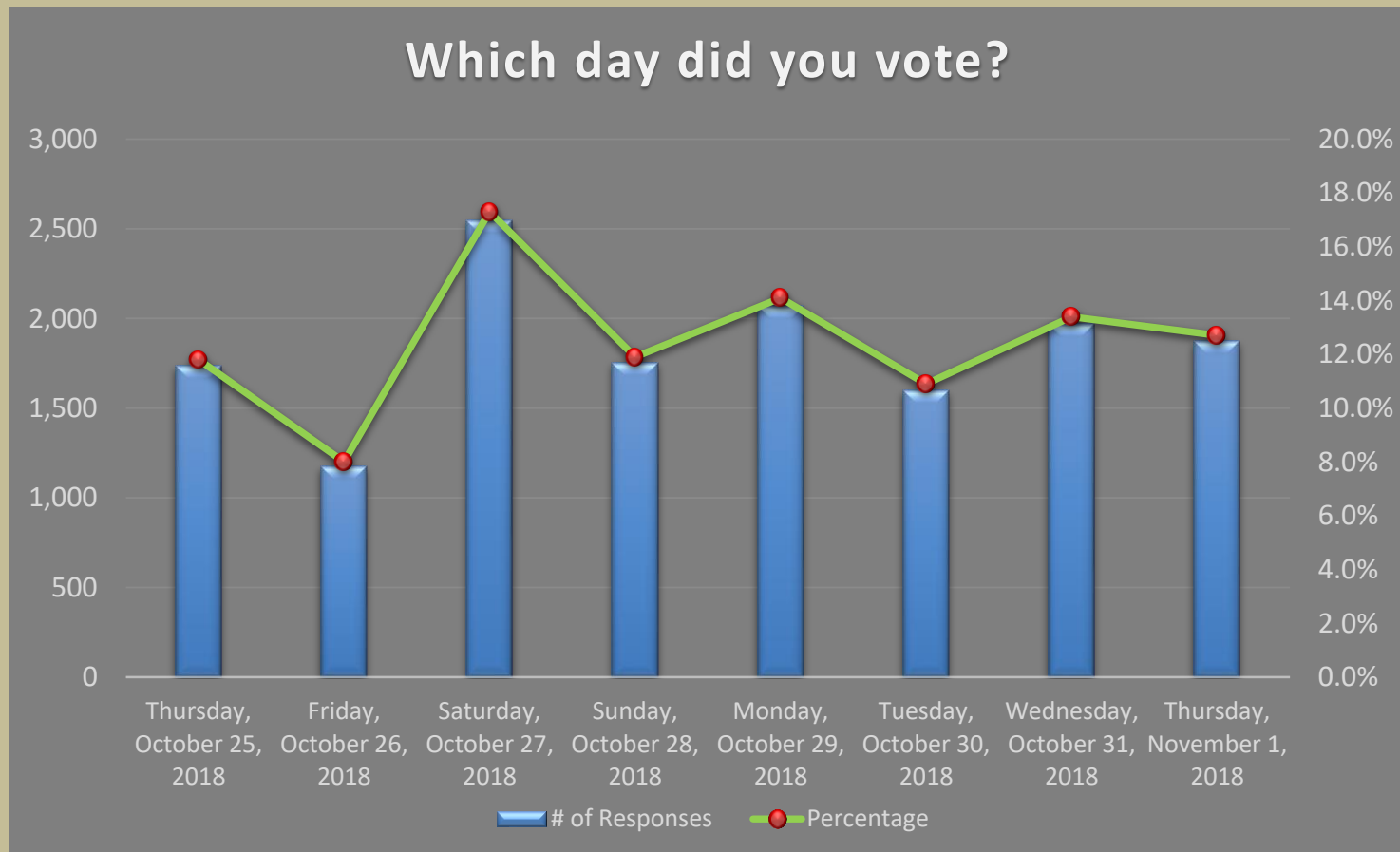
EV Comment Cards were received from 12.8% of voters.

Overall Satisfaction Rating: 95%

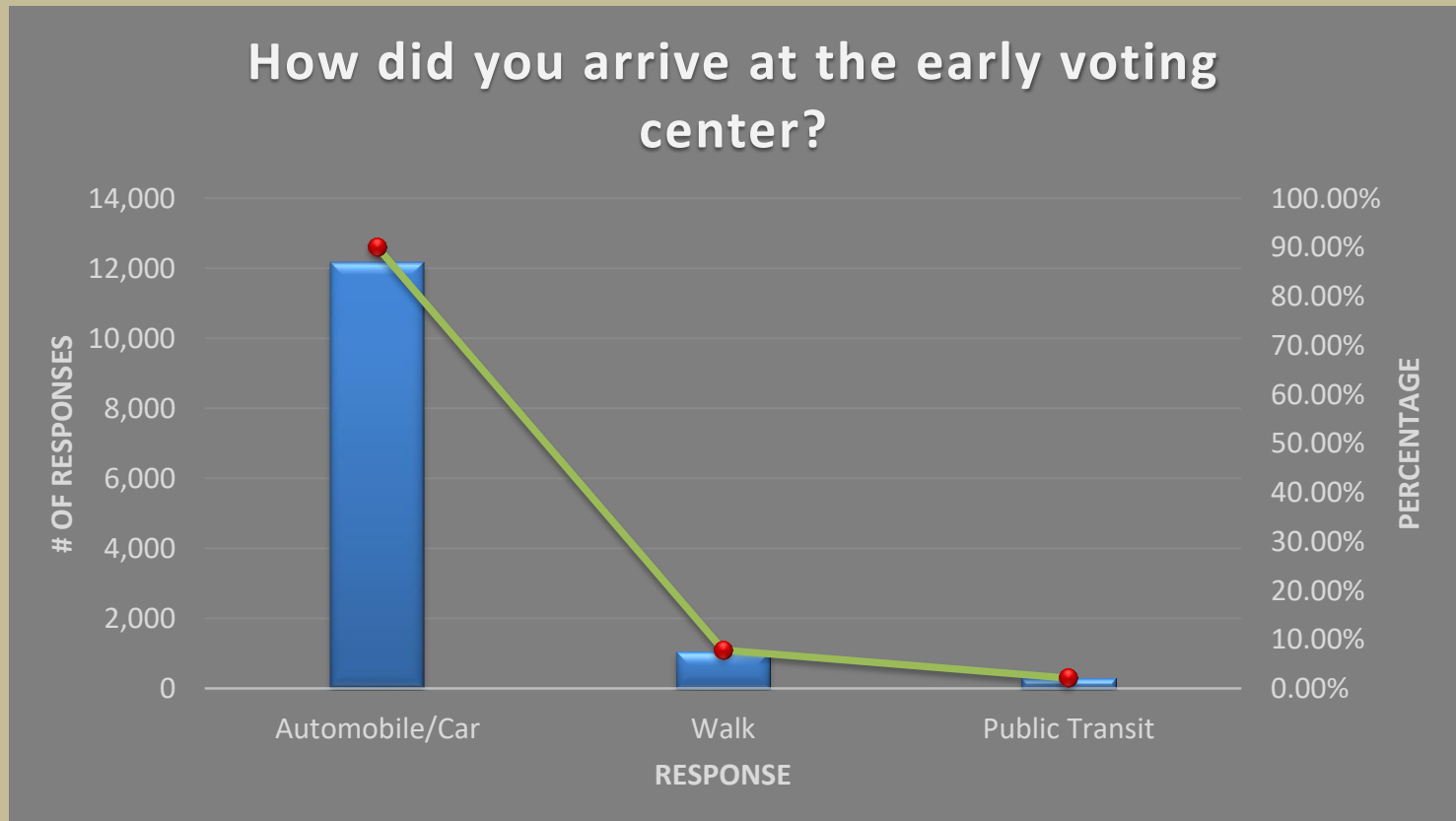


Early Voting Comment Cards

2,543 of the respondents (17%) voted on Saturday, October 27th.

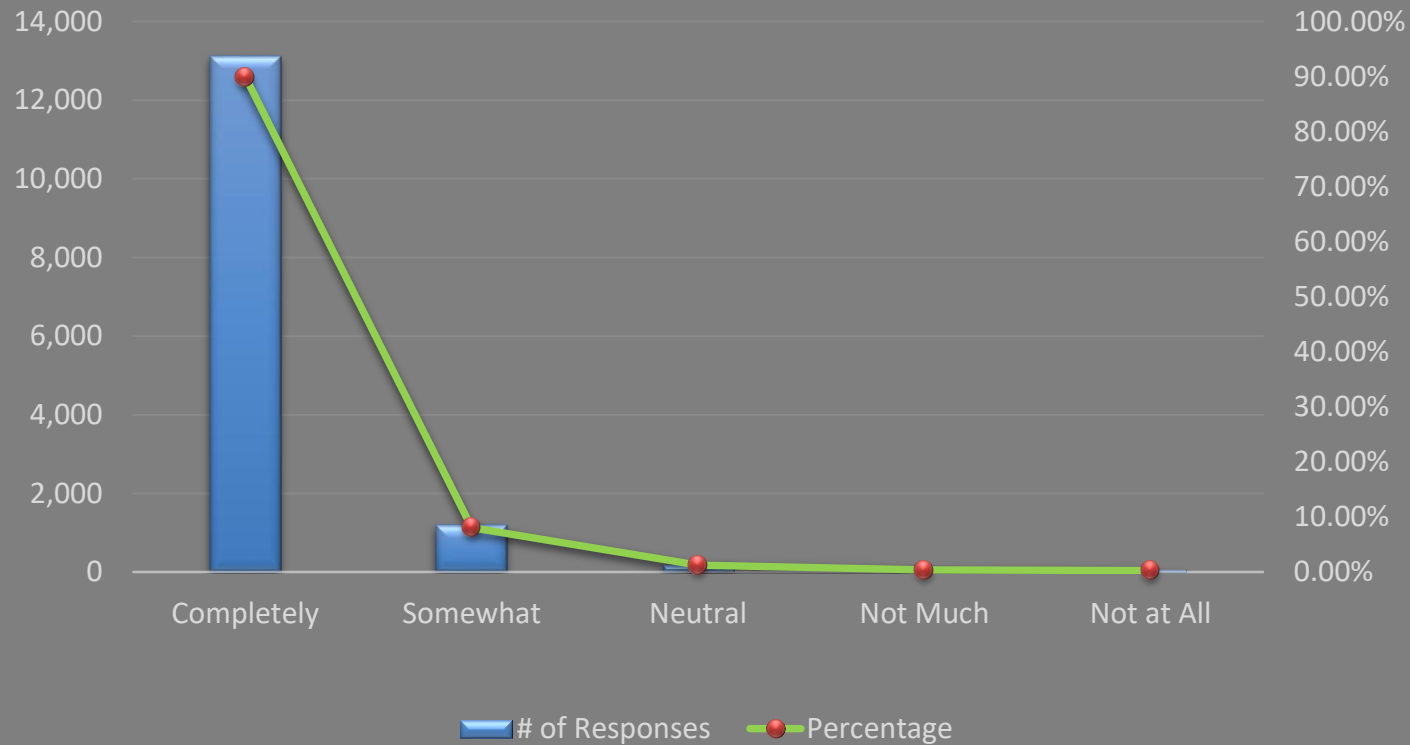


Early Voting Comment Cards



Early Voting Comment Cards

Is this early voting center convenient?



Early Voting Comment Cards

90% of respondents felt the EV site was convenient.

94% of respondents felt the EV site was well run.

96% of respondents felt the election workers at the EV site were welcoming.

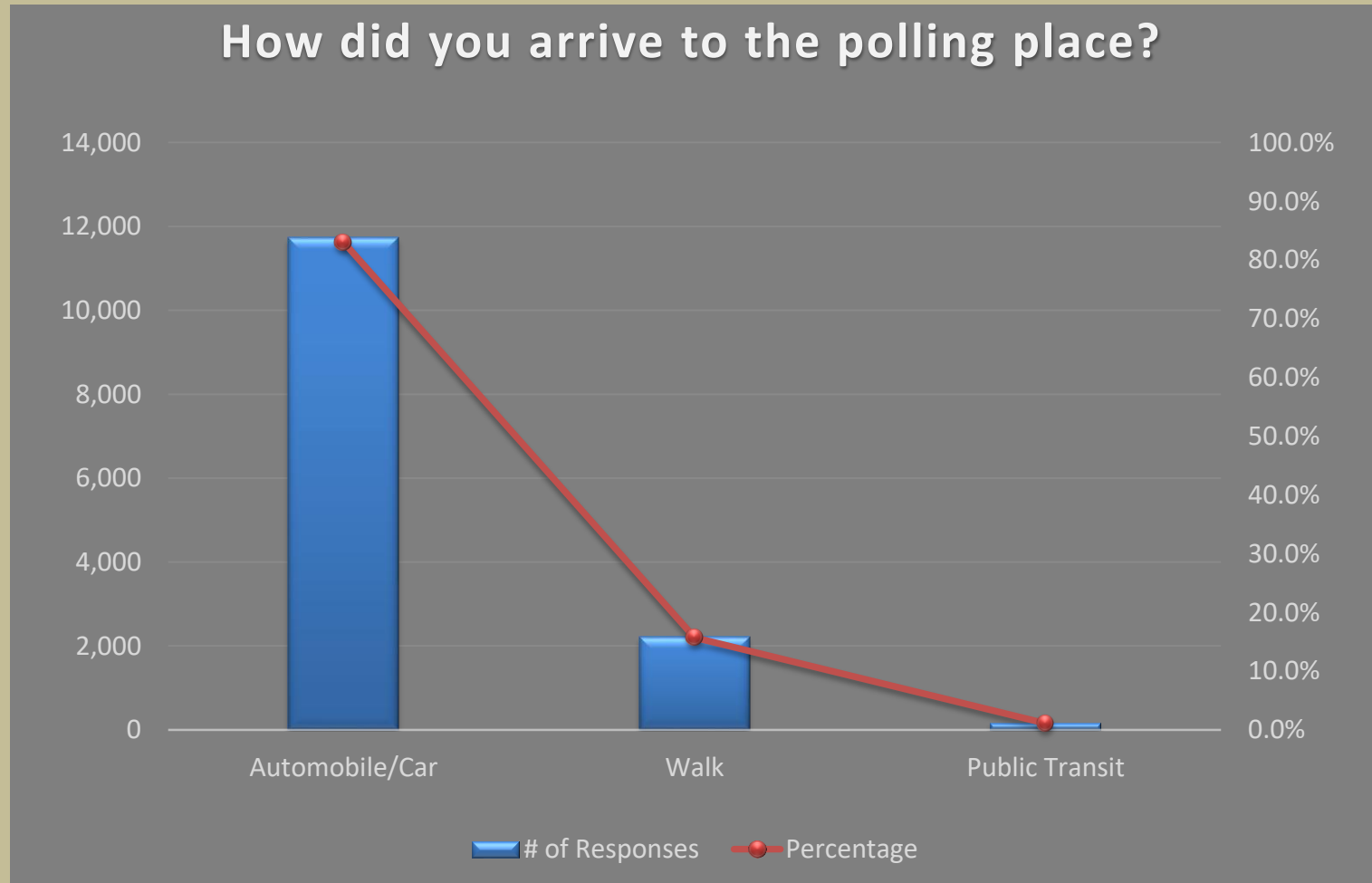
96% of respondents felt the election workers at the EV site were helpful and knowledgeable.

Election Day Comment Cards

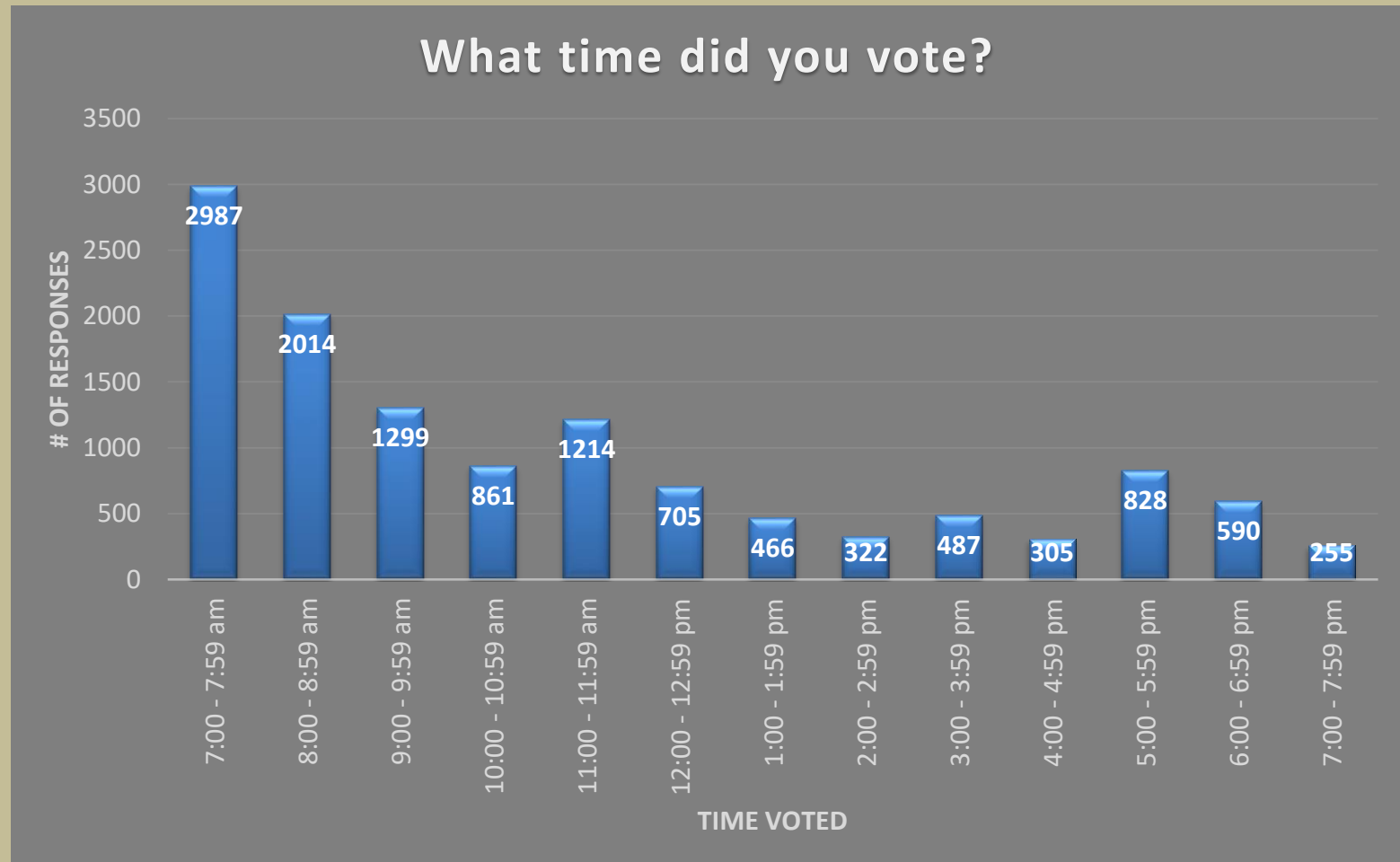
**Comment Cards were received from
3.7% of voters.**

Overall Satisfaction Rating: 93%

Election Day Comment Cards



Election Day Comment Cards



Election Day Comment Cards

91% of respondents felt the polling place was well run.

93% of respondents felt the polling place was convenient.

94% of respondents felt the election workers at the polling place were welcoming.

94% of respondents felt the election workers at the polling place were helpful and knowledgeable.

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